TrueVoice Communications

ACR-B040/ACR-B080

Telephone Recording System

User's Manual

ACR-B040/ACR-B080 TELEPHONE RECORDING SYSTEM

User's Manual

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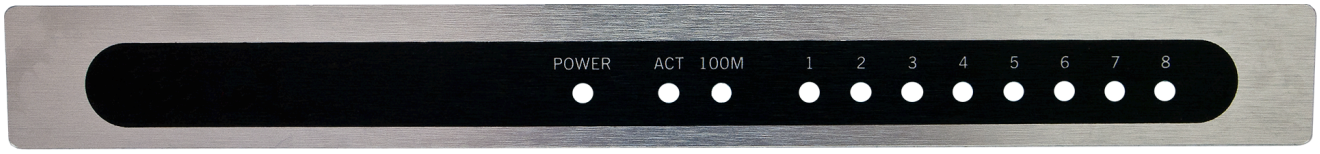
Chapter 1

Overview

Front Panel

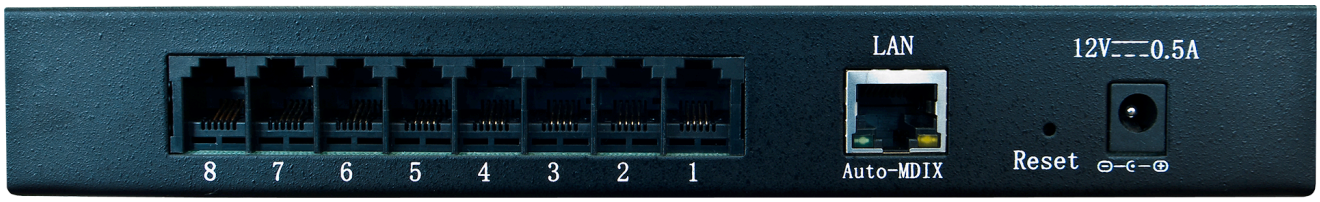
The front panel contains various status LEDs that indicates system activities / faults.



- **POWER**
  Power LED.
- **ACT**
  Solid Bright – LAN connected / Dark – LAN not connected / Blink – Transferring Data
- **100M**
  Solid Bright – 100Mbps LAN connected / Dark – 10Mbps or No LAN connected
- **LED 1-4(ACR-B040) / LED 1-8(ACR-B080)**
  Solid Bright – The channel is occupied / Blink - The channel is un-occupied

Rear Panel

The rear panel contains registered jacks as telephone / LAN interfaces.



- **DC12V**
  Power jack for connecting bundled adaptor.
- **Jack 1-4(ACR-B040) / Jack 1-8(ACR-B080)**
  RJ-11 jacks for analog telephone line connections.
- **LAN**
  RJ-45 jack for LAN / PC connection.

Before You Start

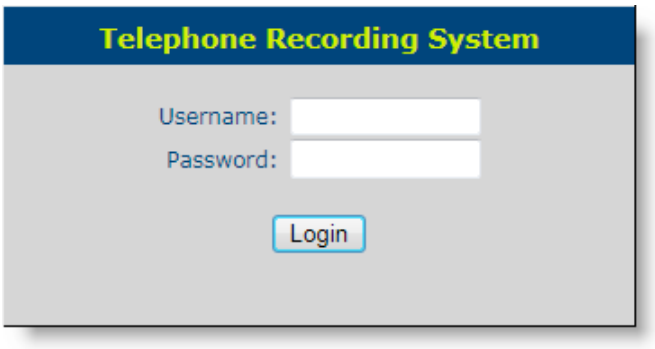
The factory default IP of ACR-B040/ACR-B080 is "192.168.0.190". If your LAN was on a different network segment (e.g. 192.168.1.XX), you have to change the IP first. Please connect ACR-B040/ACR-B080 to a PC on the same network segment, and log in to it by Internet Explorer to change the default IP.

Chapter 2

Operating Instructions

Login

Run Internet Explorer, type in system IP to access the telephone recording system. The default Username is admin, and the default Password is admin. Please set your desktop resolution as 1280 * 768 for the best result.



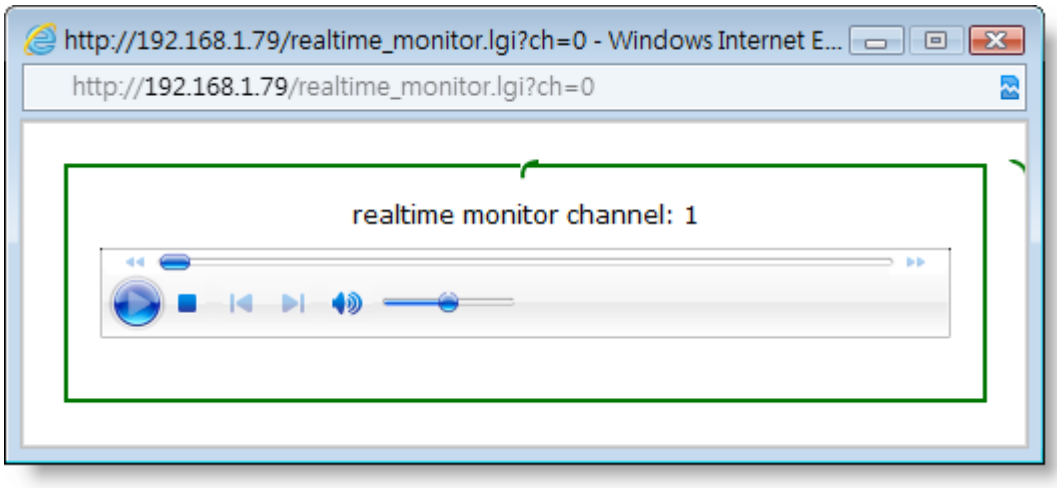
Channel Status

The system will show current channel status after you log in successfully.

Channel status

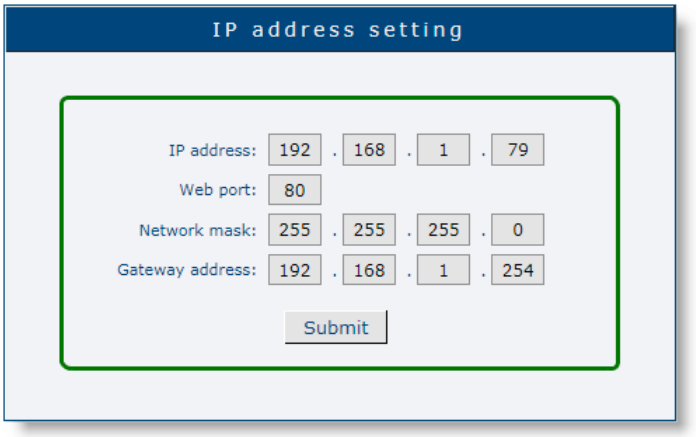
Channel	Line number	Status	Number	Time length	Monitoring
1	704	Incoming	065982065	0:00:18	Monitoring
2	702	Idle			Monitoring
3	701	Idle			Monitoring
4	703	Idle			Monitoring
5	700	Idle			Monitoring
6	705	Idle			Monitoring
7	706	Outgoing	0936353760522822	0:02:29	Monitoring
8	707	Outgoing	0875618938318311211121101101831	0:01:11	Monitoring

Click "Monitoring" to start real-time monitoring the call.



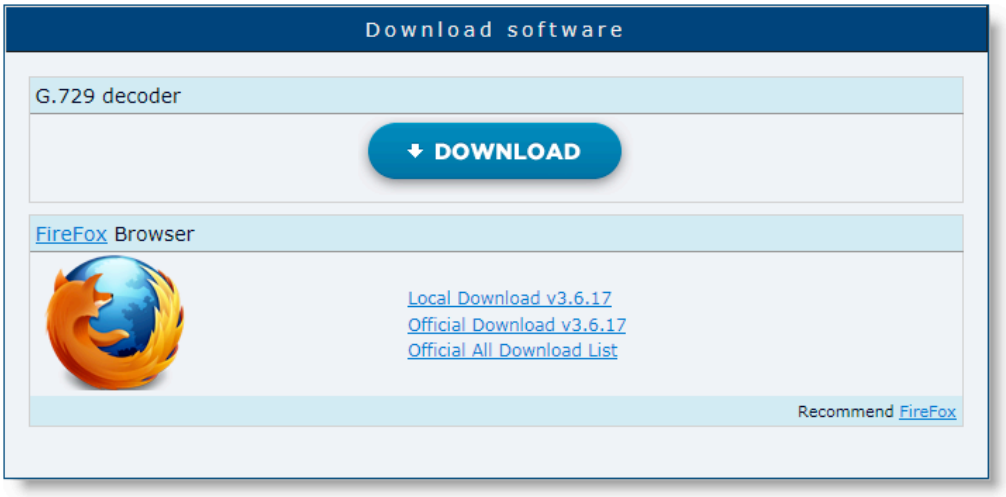
IP Address Setting

Here you can change IP address related settings. Please contact your IT staff if you need more help.



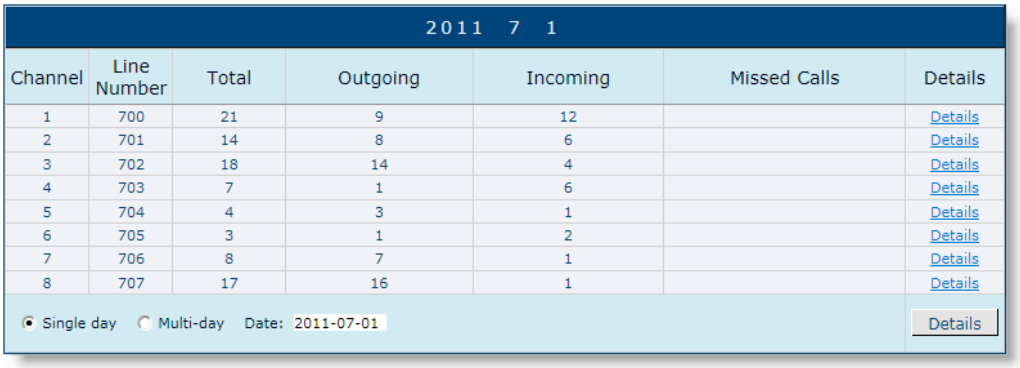
Download Software

You can download G.729 decoder and Firefox browser here. Your PC has to have G.729 decoder installed in order to play recordings thru the web.



Query by Time

Here you can query the recordings by designating the time.



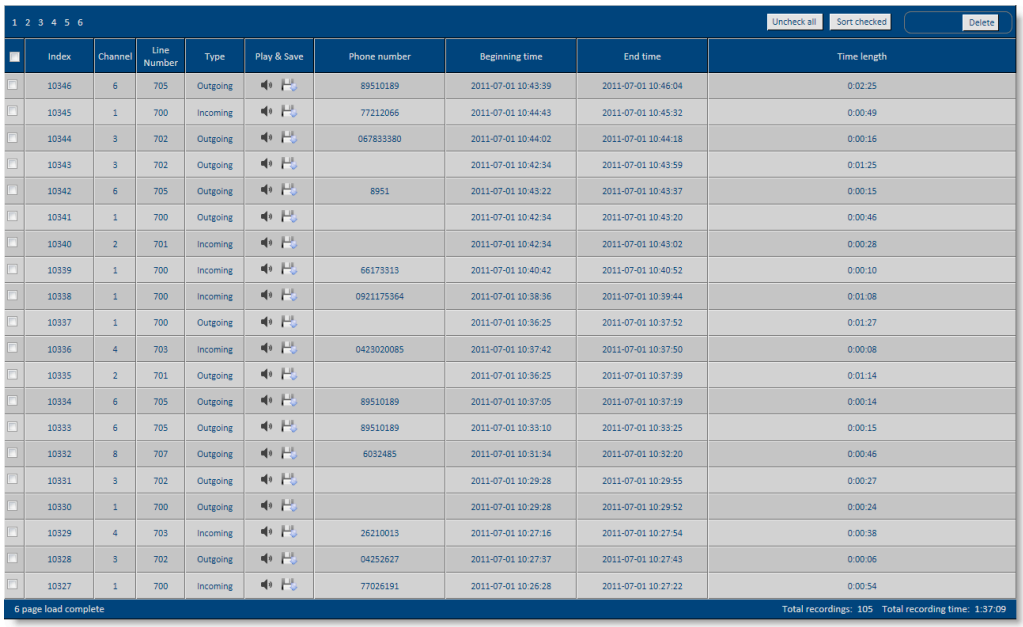
2011 7 1

Channel	Line Number	Total	Outgoing	Incoming	Missed Calls	Details
1	700	21	9	12		Details
2	701	14	8	6		Details
3	702	18	14	4		Details
4	703	7	1	6		Details
5	704	4	3	1		Details
6	705	3	1	2		Details
7	706	8	7	1		Details
8	707	17	16	1		Details

Single day Multi-day Date: 2011-07-01 Details

- **Single day**
  Querying recordings of a specific day.
- **ACT**
  Querying recordings of a specific range of days.

Click "Details" to see the result.

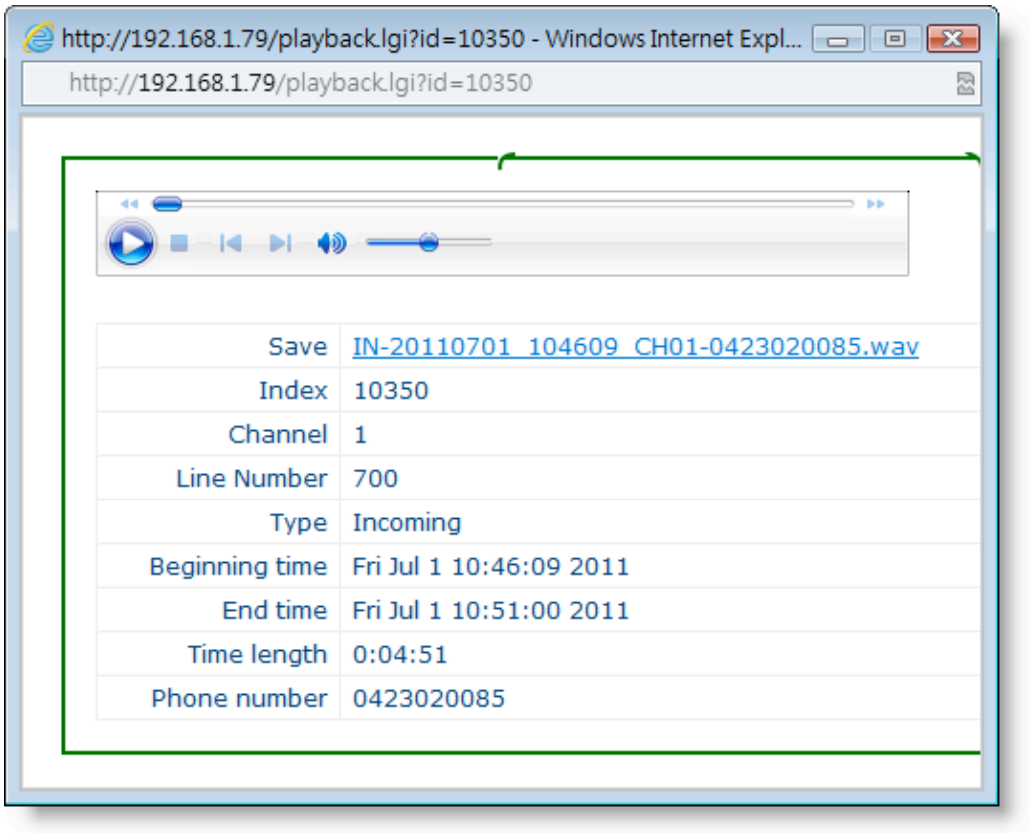


1 2 3 4 5 6 Uncheck all Sort checked Delete

Index	Channel	Line Number	Type	Play & Save	Phone number	Beginning time	End time	Time length
10346	6	705	Outgoing		89510189	2011-07-01 10:43:39	2011-07-01 10:46:04	0:02:25
10345	1	700	Incoming		77212066	2011-07-01 10:44:43	2011-07-01 10:45:32	0:00:49
10344	3	702	Outgoing		067833380	2011-07-01 10:44:02	2011-07-01 10:44:18	0:00:16
10343	3	702	Outgoing			2011-07-01 10:42:34	2011-07-01 10:43:59	0:01:25
10342	6	705	Outgoing		8951	2011-07-01 10:43:22	2011-07-01 10:43:37	0:00:15
10341	1	700	Outgoing			2011-07-01 10:42:34	2011-07-01 10:43:20	0:00:46
10340	2	701	Incoming			2011-07-01 10:42:34	2011-07-01 10:43:02	0:00:28
10339	1	700	Incoming		66173313	2011-07-01 10:40:42	2011-07-01 10:40:52	0:00:10
10338	1	700	Incoming		0921175364	2011-07-01 10:38:36	2011-07-01 10:39:44	0:01:08
10337	1	700	Outgoing			2011-07-01 10:36:25	2011-07-01 10:37:52	0:01:27
10336	4	703	Incoming		0423020085	2011-07-01 10:37:42	2011-07-01 10:37:50	0:00:08
10335	2	701	Outgoing			2011-07-01 10:36:25	2011-07-01 10:37:39	0:01:14
10334	6	705	Outgoing		89510189	2011-07-01 10:37:05	2011-07-01 10:37:19	0:00:14
10333	6	705	Outgoing		89510189	2011-07-01 10:33:10	2011-07-01 10:33:25	0:00:15
10332	8	707	Outgoing		6032485	2011-07-01 10:31:34	2011-07-01 10:32:20	0:00:46
10331	3	702	Outgoing			2011-07-01 10:29:28	2011-07-01 10:29:55	0:00:27
10330	1	700	Outgoing			2011-07-01 10:29:28	2011-07-01 10:29:52	0:00:24
10329	4	703	Incoming		26210013	2011-07-01 10:27:16	2011-07-01 10:27:54	0:00:38
10328	3	702	Outgoing		04252627	2011-07-01 10:27:37	2011-07-01 10:27:43	0:00:06
10327	1	700	Incoming		77026191	2011-07-01 10:26:28	2011-07-01 10:27:22	0:00:54

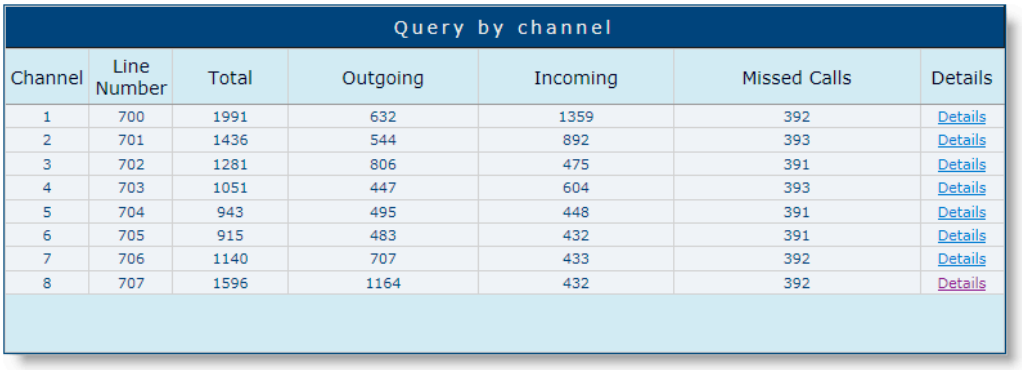
6 page load complete Total recordings: 105 Total recording time: 1:37:09

Move the cursor to the recording and click to play.



Query by Channel

Here you can query the recordings by designating the channel.



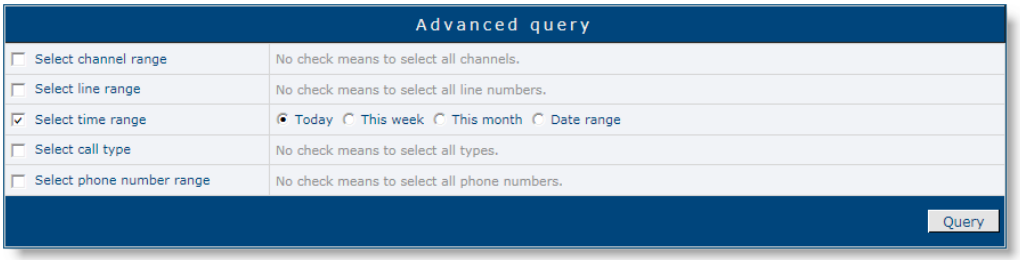
Query by channel

Channel	Line Number	Total	Outgoing	Incoming	Missed Calls	Details
1	700	1991	632	1359	392	Details
2	701	1436	544	892	393	Details
3	702	1281	806	475	391	Details
4	703	1051	447	604	393	Details
5	704	943	495	448	391	Details
6	705	915	483	432	391	Details
7	706	1140	707	433	392	Details
8	707	1596	1164	432	392	Details

Click "Details" to see the result.

Advanced Query

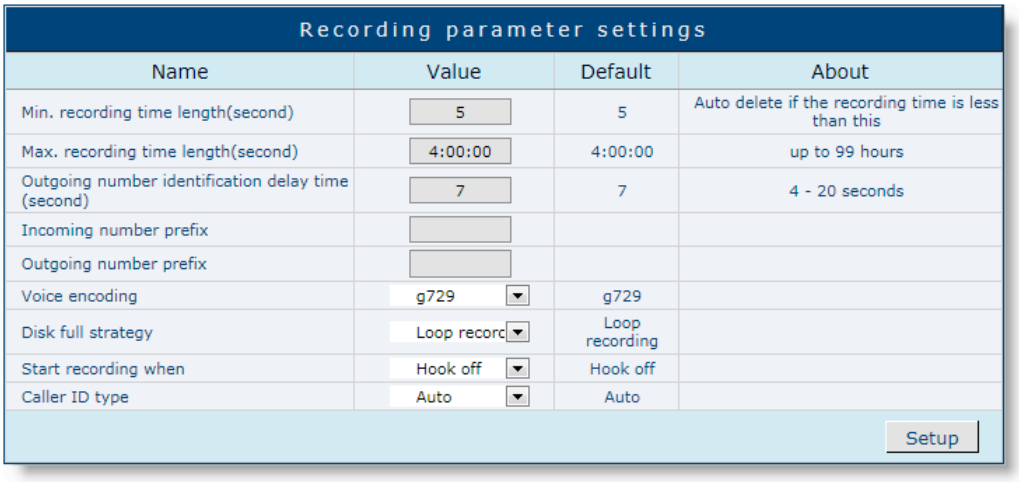
Advanced Query provides more advanced options for querying recordings.



Click "Query" to see the result.

Recording Parameters Settings

You can configure the recording parameters here.

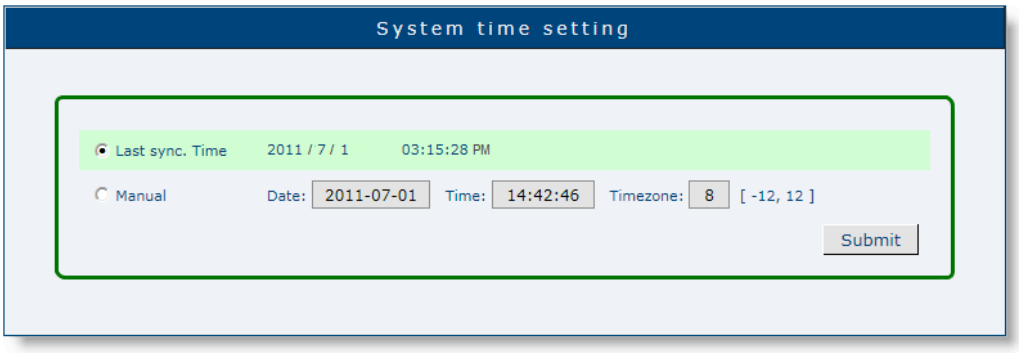


- **Min. recording time length**
  Only record calls that exceeds the designated length.
- **Max. recording time length**
  The max. length of the recordings.
- **Outgoing number identification delay time**
  The delay time for identifying outgoing numbers.
- **Incoming number prefix**
  Country/Area code filter for incoming numbers.
- **Outgoing number prefix**
  Country/Area code filter for outgoing numbers.
- **Voice encoding**
  Select G.729 (recommended) or MP3 encoding.
- **Disk full strategy**
  Select Loop (recommended) or Stop when disk is full.
- **Start recording when**
  Select to start recording by Ring or Hook off.
- **Call ID type**
  Auto/FSK/DTMF

Click "Setup" to save the configuration.

System Time Setting

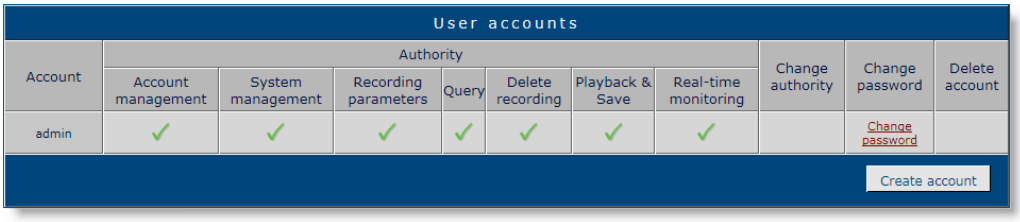
You can configure the system time here.



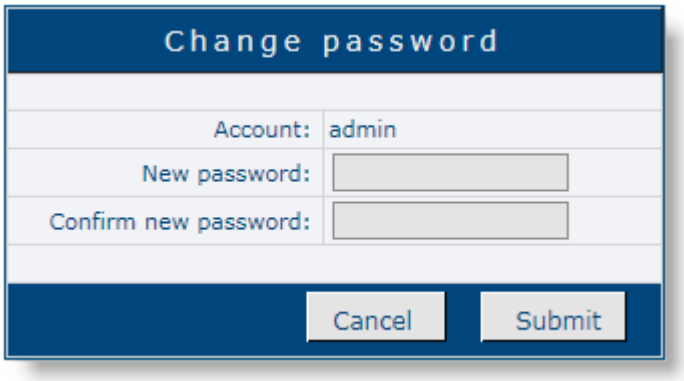
- **Last sync. Time**
  The last sync. time. with your desktop.
- **Manual**
  Setup current time manually.

User Accounts

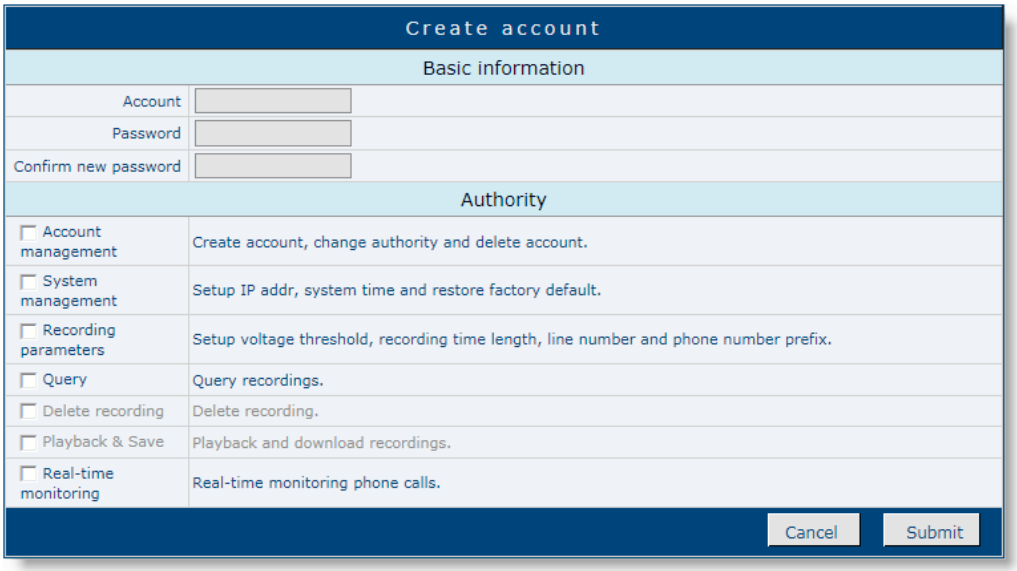
You modify user authority/password in this page.



- **Change Password**
  Change user password.



- **Create Account**
  Create new user account.



Appendix 1

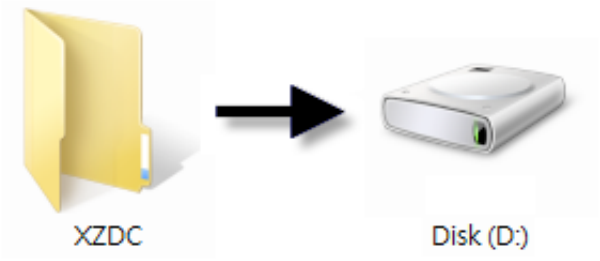
XZDC Network Inquiry

Introduction

XZDC is a standalone client of ACR-B040/ACR-B080, which enables users to control the unit or inquiry recordings over LAN. It can also backup the recordings on ACR-B040/ACR-B080 automatically. With Loop Recording feature enabled, you'll almost have unlimited space for recording.

Installation

To install XZDC, please simply copy XZDC folder from the bundled CD to "D:\" first.

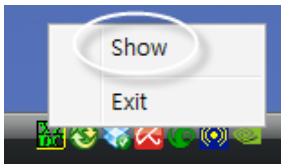


* Please exit/shut down Skype service before you run XZDC.

Run D:\XZDC\XZDC.exe and the XZDC icon will be shown on the System Tray. XZDC will start automatically with your Windows.

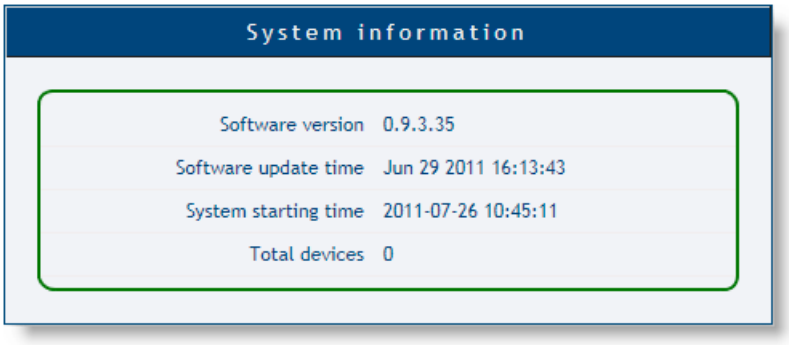
Run XZDC

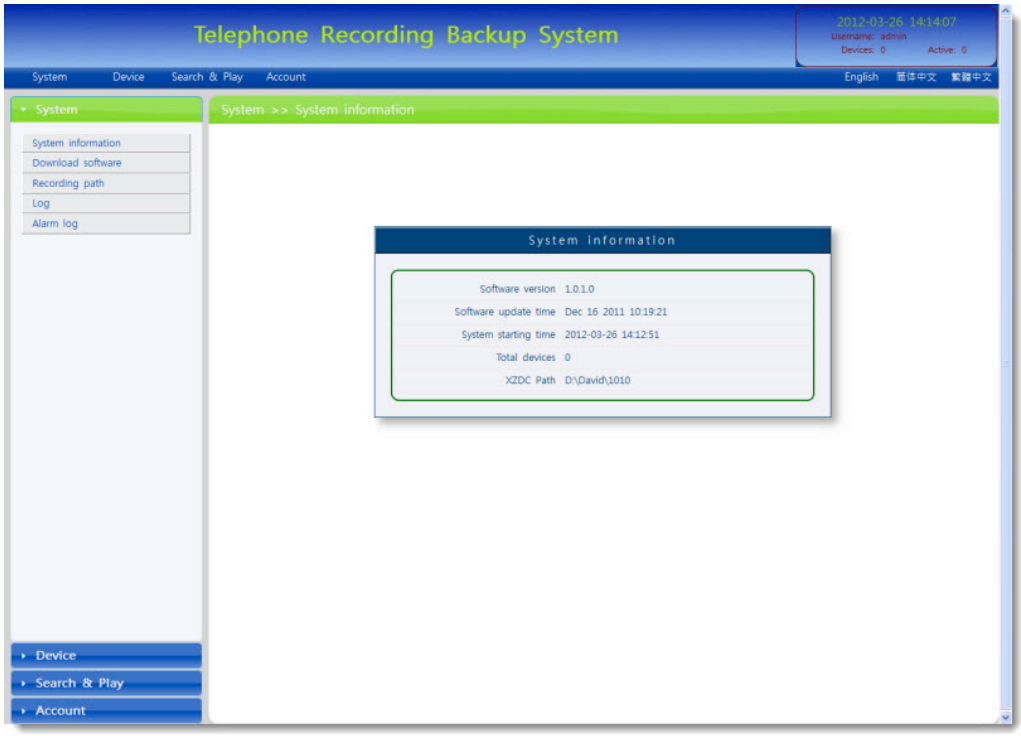
Right-click on XZDC icon, select "Show" to visit the login page.



Enter Account name and Password to login. Default: admin / admin.

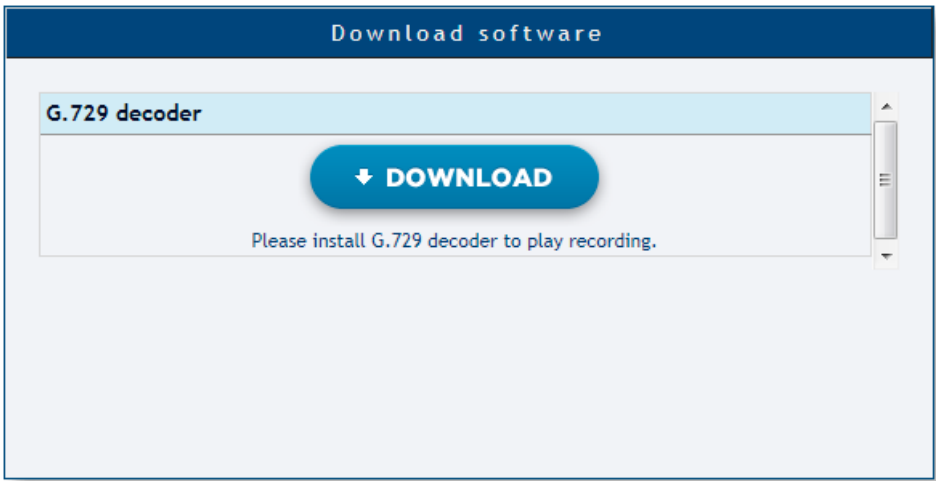
You can see the current version info after you login successfully.


System information
Software version 0.9.3.35
Software update time Jun 29 2011 16:13:43
System starting time 2011-07-26 10:45:11
Total devices 0


Telephone Recording Backup System
2012-03-26 14:14:07
Username: admin
Devices: 0
Active: 0
System
Device
Search & Play
Account
English
System
System information
Download software
Recording path
Log
Alarm log
System >> System information
System Information
Software version 1.0.1.0
Software update time Dec 16 2011 10:19:21
System starting time 2012-03-26 14:12:51
Total devices 0
XZDC Path D:\David\1010
Device
Search & Play
Account

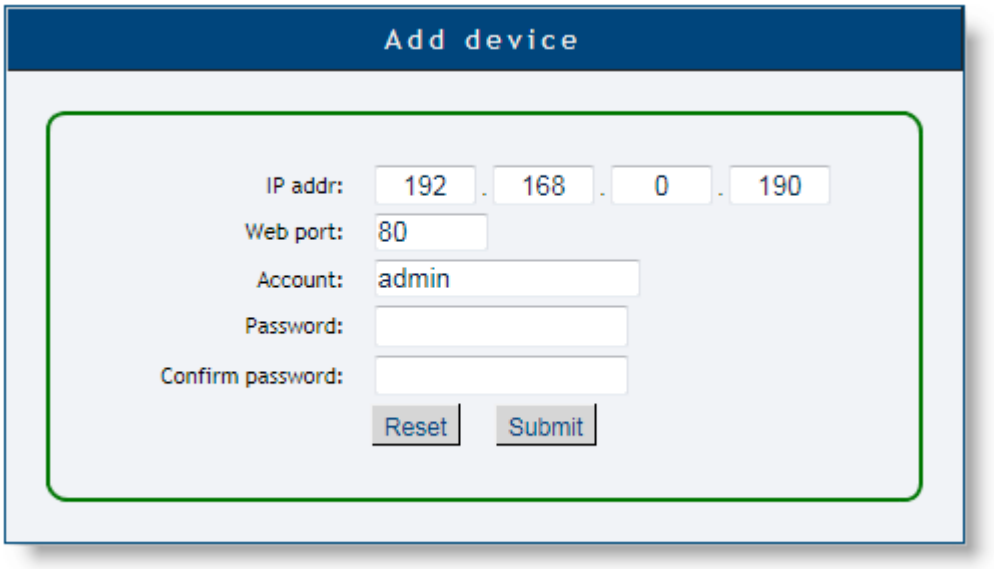
Download Software

You can download the required G.729 decoder here.

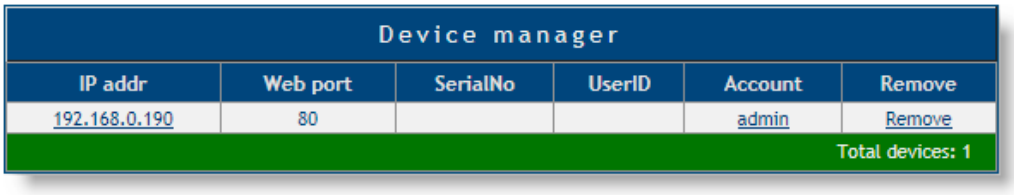


Add Device

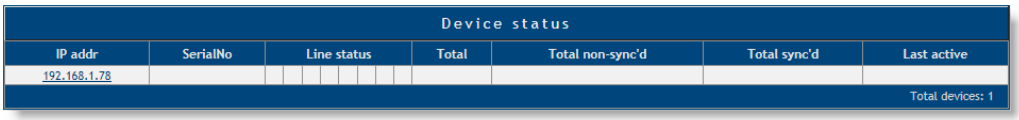
You can add device by entering required IP Address, Port, Account name and Password here. Click "Submit" to add the device to the device list.



Click "Device Manager" to see the device list.

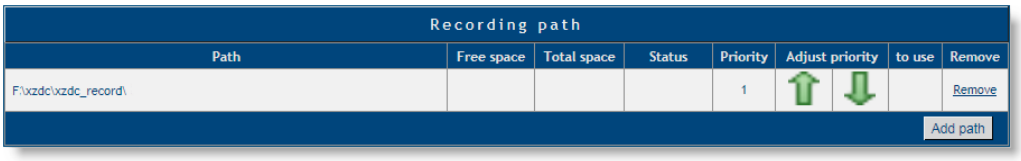


Click "Device Status" or IP address to see the status of the selected device.

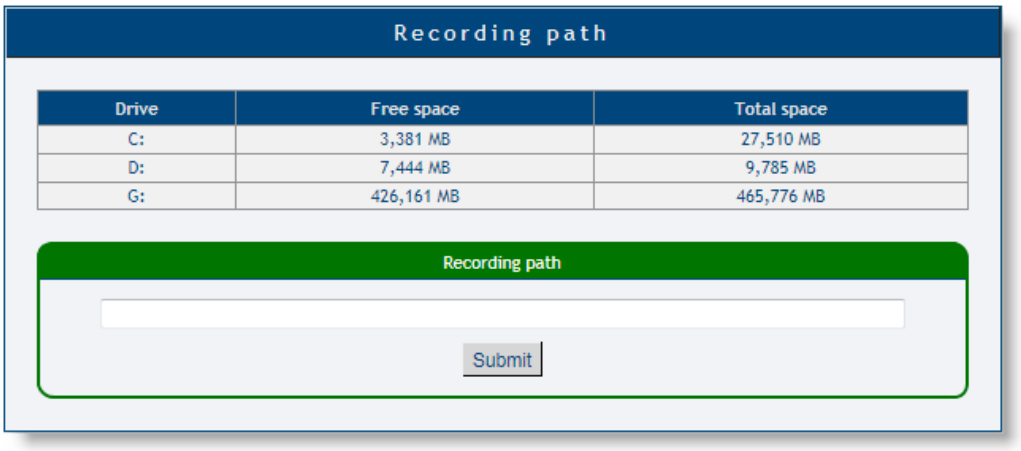


Recording Path

Click "Recording Path" to see the current recording path.



Click "Add Path" to add new recording path.



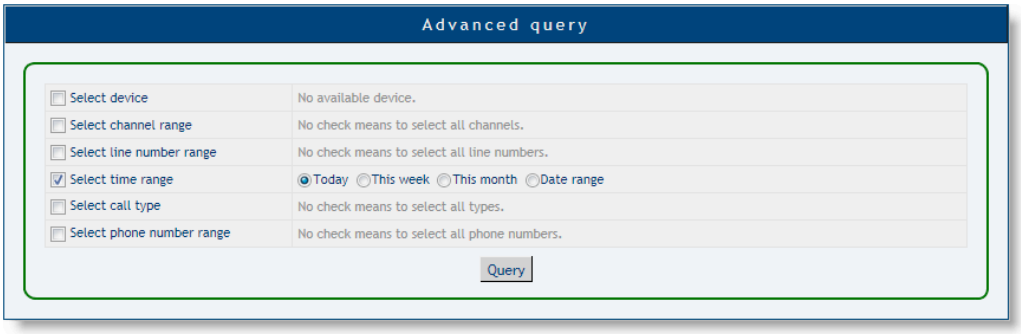
The system will download un-backed up recordings to the assigned path every time when system starts after you submit the recording path.

The system naming rules are as below:

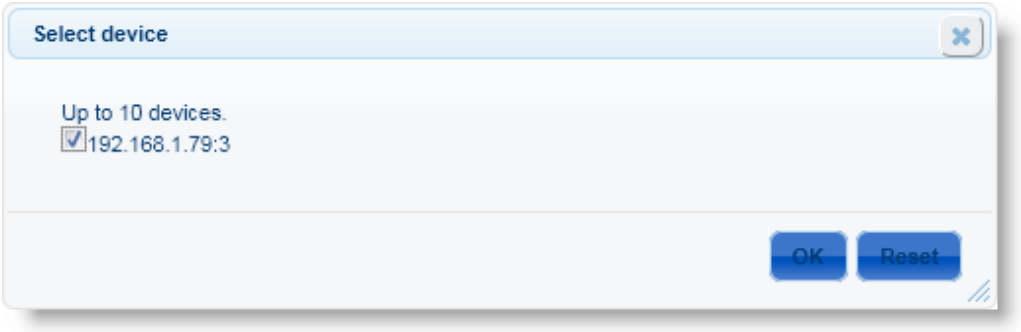
- **Folder Name**
  [/XZDC_Record/N/YYYY/MM/DD] - N=Device ID, YYYY=Year, MM=Month, DD=Day.
- **File Name**
  [OUT-YYYYMMDD_HHNNSS_DEVX_CHXX-NNNN.wav] – OUT=Outgoing, YYYYMMDD=Year/Month/Day, DEVX=Device ID, CHXX=Channel ID, NNNN=Outgoing or Incoming No..

Advanced Query

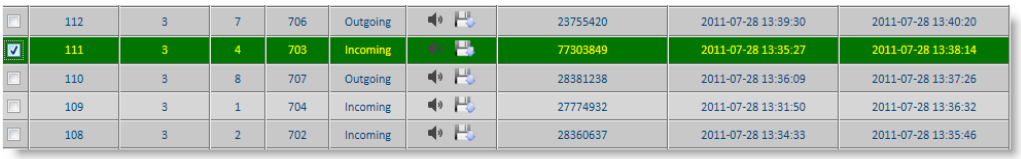
Click "Advanced Query" to search recordings by conditions.



Select your device.



Click "Query" to query the recordings by conditions.

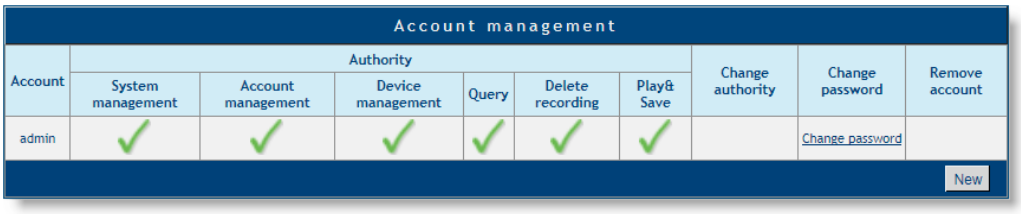


	112	3	7	706	Outgoing		23755420	2011-07-28 13:39:30	2011-07-28 13:40:20
☑	111	3	4	703	Incoming		77303849	2011-07-28 13:35:27	2011-07-28 13:38:14
	110	3	8	707	Outgoing		28381238	2011-07-28 13:36:09	2011-07-28 13:37:26
	109	3	1	704	Incoming		27774932	2011-07-28 13:31:50	2011-07-28 13:36:32
	108	3	2	702	Incoming		28360637	2011-07-28 13:34:33	2011-07-28 13:35:46

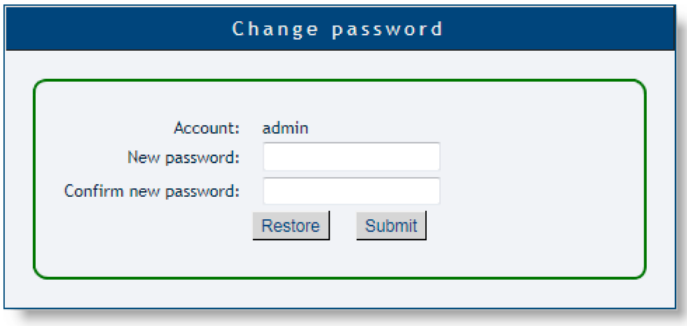
If you select "Today" as the time range but there is no data shown on the screen, you may have to wait until the system finish the backup.

Account Management

Click "Account Management" to manage the accounts.



The "Change Password" screen.



Click "New" to create a new account. You can assign the authority here.